



## OFFICE SERVICES SUPERVISOR II (GENERAL)

### DEPARTMENTAL PROMOTIONAL EXAMINATION - STATEWIDE (For EDD Employees Only)

**Testing Department:** Employment Development Department  
**Bulletin Release Date:** March 30, 2016  
**FINAL FILING DATE:** **April 14, 2016**  
**Salary Range:** \$3087 - \$3866

#### POSITION DESCRIPTION

An Offices Services Supervisor II, under general direction, plans, organizes, and directs the work of a medium-sized group engaged in difficult clerical work. The scope of the duties supervised by incumbents includes: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact, statistical, financial, and other record-keeping functions; cashiering; and ordering and maintaining supplies and equipment.

Positions exist Statewide.

#### WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated on this bulletin may apply for this exam.

This is a **DEPARTMENTAL PROMOTIONAL** examination for the **Employment Development Department (EDD)**. Competition is limited to:

1. Employees who have a permanent civil service appointment with the EDD by the final filing date; or
2. Current or former employees of the Legislature with two or more years as defined in the Government Code 18990; or
3. Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government code 18992; or
4. Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991. Veterans must provide a copy of their DD214 for entrance requirements. Please attach your DD214 to your application. Veterans' preference will not be granted in promotional examinations.

For applicants under items 2, 3, or 4 on page 1 of this bulletin, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former EDD employees may be allowed to compete under the provision of Rule 235.

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## MINIMUM QUALIFICATIONS

All applicants must meet the experience and/or education requirements for this examination **by the final filing date.**

### EITHER I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

### OR II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

In meeting the requirements under the II patterns, academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

## SPECIAL TESTING ARRANGEMENTS

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

## FILING INSTRUCTIONS

Examination Applications (STD. 678) are available at the CalHR's website home page at <http://jobs.ca.gov/pdf/std678.pdf>.

All Examination Applications must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

### MAILING ADDRESS:

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: **OSS II Exam**  
P.O. Box 826880  
Sacramento, CA 94280-0001

### FILE IN-PERSON ADDRESS:

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: **OSS II Exam**  
751 N Street, 6th Floor Solar Building  
Sacramento, CA 95814

**NOTE:** All applicants **MUST** provide a current, valid email address on their application. The Qualifications Assessment (QA) examination link will be sent to the email address provided. Failure to provide a current and valid email address may result in non-receipt of examination information, in a timely manner, which could result in disqualification from the examination. All examination notifications (except the QA link) will be sent by USPS mail.

Applications must also contain the following information: "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, college course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected.

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## EXAMINATION INFORMATION

This examination will consist of a **Qualifications Assessment** weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

### QUALIFICATIONS ASSESSMENT – WEIGHTED 100%

It is anticipated that candidates who meet the minimum qualifications for this examination will be sent an email **the week of May 2, 2016** to the email address provided on their application. The email will contain the instructions and the link to complete the online Qualifications Assessment (QA) examination.

**It is the candidate's responsibility** to contact the Human Resource Services Division at [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov) if they have not received an email with the QA link **by May 5, 2016**. Please monitor your email account's SPAM, Junk, Bulk, etc. folder(s) as the examination email may be filtered depending on your specific account settings.

**COMPETITORS WHO DO NOT COMPLETE THE QUALIFICATIONS ASSESSMENT OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.**

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## SCOPE OF THE EXAMINATION

### A. KNOWLEDGE OF:

1. Modern office methods, supplies, and equipment.
2. Business English and correspondence.
3. Principles and techniques of effective supervision and training.
4. Principles and practices of effective personnel management and supervision, which includes the Department's Equal Employment Opportunity program and policies of the Ralph C. Dills Act (State Employer-Employee Relations).

### B. ABILITY TO:

1. Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations.
2. Follow oral and written directions.
3. Evaluate situations accurately and take effective action.
4. Read and write English at a level required for successful job performance.
5. Make clear and comprehensive reports and keep difficult records.
6. Meet and deal tactfully with the public.
7. Apply specific laws, rules, and office policies and procedures.
8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
9. Communicate effectively.
10. Plan, organize, direct, and supervise the work of others.
11. Work independently.
12. Modify established procedures and methods to meet changing needs.
13. Supervise the work of a medium sized group.
14. Understand and fulfill supervisory responsibilities under the Ralph C. Dills Act (State Employer-Employee Relations).
15. Understand and effectively carry out State and Departmental Equal Employment Opportunity and upward mobility policies.

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## ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the EDD. Eligibility expires 12 months after it is established unless the needs of the services and conditions of list warrant a change in this period.

## VETERANS' PREFERENCE

Veterans' Preference will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference.

## CAREER CREDITS

Career Credits will not be added to the final score of this examination.

## CONTACT INFORMATION

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov). Please include the examination title, **Office Services Supervisor II** in the subject line. Also, you may contact the Exam Analyst, Antonio Serrato at (916) 654-9177.

## EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

## DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

## GENERAL INFORMATION

**THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**IT IS THE CANDIDATE'S RESPONSIBILITY** to contact the Employment Development Department, Human Resource Services Division at (916) 654-9177, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

**EXAM APPLICATIONS (STD 678)** are available on the Internet at <http://jobs.ca.gov/pdf/std678.pdf>.

**GENERAL QUALIFICATIONS:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**PROMOTIONAL EXAMINATIONS ONLY:** Veterans' Preference is not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 1 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at <http://www.spb.ca.gov/>.

**EMPLOYMENT DEVELOPMENT DEPARTMENT**  
Human Resource Services Division, MIC 54  
P.O. Box 826880  
Sacramento, CA 94280-0001  
Telephone: (916) 654-7827  
Website: [www.edd.ca.gov](http://www.edd.ca.gov)

**California Relay Service for Hearing Impaired:**  
From TDD Phone: (800) 735-2929  
From Voice Phone: (800) 735-2922

*TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.*